



## Remote Technology on the Way

By the end of 2012, MVC customers will be able to renew their driver licenses online; reducing the need to visit an agency to once every eight years. This was the commitment made by MVC Chairman and Chief Administrator Raymond Martinez at a special hearing of the Senate Budget and Appropriations Committee last month. During his testimony, Martinez highlighted his push to expedite technology projects that will enhance the MVC's ability to offer more online transactions. Since July, the MVC has been surveying its customers and found that the overwhelming majority are waiting for an online license renewal system. Online renewal is just one of many technology projects that Martinez has expedited since joining the MVC in 2010. Additionally, the long-awaited overhaul of the MVC's 30-year-old core computer system has advanced greatly in the last year and the introduction of facial recognition technology to boost fraud prevention efforts is on track to become a reality in the coming months.

## New Hours Statewide

Motor vehicle agencies statewide began offering the most hours of service in the MVC's history this past July when Monday service returned and weekday hours were expanded to better accommodate customer needs. With nearly 10 more hours per week, customers now have access to motor vehicle services Monday through Friday from 8:00 a.m. until 5:30 p.m. with the exception of Tuesday, when agencies remain open until 7:30 p.m. and Saturday when agencies are open from 8:00 a.m. until 1:00 p.m. The new hours are designed to allow more flexibility and provide more hours outside of a traditional 9-to-5 schedule.

## Safe Summering

The MVC's summer months were filled with safety awareness events that kicked off with a pre-Memorial Day event featuring a number of state partners who emphasized all-around summer highway safety topics, including sober driving, seatbelt usage, distracted driving and sharing the road with motorcycles. In June, the MVC joined forces with the New Jersey Society for the Prevention of Cruelty to Animals (NJSPCA) and the New Jersey Department of Health and Senior Services (DHSS) to remind motorists about their responsibility for all the passengers in the car – even the non-human ones. With summer temperatures exceptionally high this year, it was an important reminder to all motor vehicle operators not to leave pets in a car, even for a minute. Prior to the July 4th weekend, the MVC along with the New Jersey State Police and the New Jersey Marine Trades Association, took to the waterways of Point Pleasant to remind boaters to be prepared, navigate safely and stay sober on the waterways. The MVC also highlighted that all boaters must have a Boating Safety Course Certificate and maintain their watercrafts. In being a responsible boater, one must obey all waterway regulations and operate in a safe manner.



## Recognition for the MVC

This summer, the MVC received several notes of recognition from its national organization, the American Association of Motor Vehicle Administrators (AAMVA). Inspection Services Supervisor Joe Spinelli was presented with the Commercial Motor Vehicle Highway Safety Award at the AAMVA International Conference in Wisconsin. Spinelli was honored for his expertise, leadership and contributions to highway safety in his role with the MVC. At the AAMVA Region I Conference in Maryland, the MVC won a Public Awareness and Consumer Education (PACE) Award under the category of "Grant Funded" for its 2010 Motorcycle Safety Campaign. At the center of the campaign was a well-produced video promoting motorcycle safety education programs that can be viewed at [njridesafe.org](http://njridesafe.org). The grant funding was made available through the MVC's partnership with the Division of Highway Traffic Safety.



Pictured with Chief Martinez are Joe Spinelli and Keith Repp of the MVC's Commercial Bus Inspection Unit.

## Back to School Safety

New Jersey students were back to the books this month as the MVC held its annual school bus safety event to highlight the fantastic work that its inspectors do throughout the year to ensure that buses are ready for the road. Joining Chief Martinez for the event in Egg Harbor were Assemblymen Vince Polistina and John Amodeo, the Mayor of Egg Harbor Township, and other local officials who were given a first-hand look at the state's stringent inspection process. Also providing assistance were "Jr. Inspectors" from a 2nd Grade class at H.R. Swift Elementary School. To complement the school bus safety message this year, the MVC also made available on its website a coloring book for teachers to share safety information with their students.



## Opening the Lines of Communication

As an organization with well over 25 million customer contacts each year, the MVC relies heavily on feedback from those it serves. With valuable input, services can be improved, programs adapted and issues resolved, all in an effort to make an MVC transaction a more positive experience. In late July, the MVC began its latest effort to solicit input from its customers when it introduced a three-month survey in an initial group of its agencies. Given the different nature of transactions and volumes from agency to agency, the goal of the survey is to gather important information from the diverse customer base at each of the MVC's 39 facilities. Survey question topics range from online service usage to customer communication to reasons for visiting a specific agency. The 10-question survey is slated to run through the end of October.

